

#### IV. HANDLING COMPLAINTS

( The following methods will be utilized for handling Title VI Civil Rights complaints:

1. All information necessary for filing a complaint will be posted in areas of Regional and Local Health Departments, Chest Disease Hospitals and some clinics;
2. All information necessary for filing a complaint will be provided in pad form for those individuals who want to take the information with them. These pads will be located in clinics and reception areas;
3. Individuals who wish to file a complaint will be assisted in completing the required data if they so request;
- ( 4. Complaints may be resolved at the point where it is filed when filed verbally or in writing. However, a report or complaint, even if verbal, must be submitted in writing to the State Coordinator by the area receiving the complaint;
5. The State Coordinator will investigate and resolve those complaints which are or are not handled at the originating point as indicated;
6. Complainants will be advised of the option of filing complaints with the Department, state or local area, and/or the Regional Office for Civil Rights, Atlanta, Georgia.
- ( 7. Resolutions of complaints will be provided to the complainant;

8. All complaints will have at least an initial or primary investigation with at least 30 to 60 days after complaint is received;
9. A record of all complaints and their resolutions will be maintained by the State Coordinator and will be available for review to the Office For Civil Rights upon request at anytime during the Department's normal business hours;
10. The State Coordinator may request the complaint be investigated by other personnel when appropriate;
11. If complaints are valid and a Title VI compliance issue continues to exist, negotiations with those providers of service will be made by the State Coordinator in an effort to resolve this matter;
12. If complaints, which identify a valid Title VI compliance issue, cannot be resolved then the State Coordinator will take the appropriate action as outlined in the MAINTAINING AND ASSURING COMPLIANCE section of this document;
13. The State Coordinator will advise the Office For Civil Rights of complaints which are received and of the action taken, if requested.

#### V. RECRUITMENT AND TRAINING PROGRAMS

The State Coordinator will take the following actions to assure that all recruitment and training programs of the Tennessee Department of Public Health are administered in such a way as to assure an equal opportunity, and adequate utilization by all candidates regardless of